



Capitol Rideshare

Rideshare Review

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AHCCCS leading the state in travel reduction efforts

Robust telework program cited as factor in successfully meeting state mandate

After the 2017 annual travel reduction survey data was analyzed, the Arizona Health Care Cost Containment System (AHCCCS) was the only state agency at a mandatory reporting site to meet the single occupancy vehicle (SOV) rate of 60 percent or less. This means that no more than 60 percent of the staff drives to work alone. AHCCCS met this milestone through implementation of a variety of travel reduction strategies—and the leadership of Thomas Betlach, the agency’s director. Capitol Rideshare asked Director Betlach about the success of their agency.

Q: How long have you been using an alternate mode for your commute?

A: I’ve been a card-carrying member of the Capitol Rideshare Platinum Pass program for many years and I enjoy commuting by bus as often as my schedule allows. It affords me some time to prepare for the day, unwind and destress afterwards, and get a short walk between the office and the bus stop.

Q: As the director, how do you encourage your agency’s employees to use an alternate mode?

A: Flexibility is part of the AHCCCS corporate culture; in fact, it’s covered in new employee orientation on every employee’s first day. Almost half of all AHCCCS employees work in virtual offices (VOs) or telecommute periodically. These are by far the most commonly used alternative transportation modes at AHCCCS, which are encouraged and supported by leadership in all agency divisions. For example, Information Services maintains a robust virtual private network (VPN) system that makes it easy for employees to connect remotely. Most in-person meetings are scheduled with a call-in line, knowing that it’s likely someone will participate remotely. Other alternative transportation benefits available through Capitol Rideshare are also encouraged during new employee orientation.

Q: AHCCCS was the ONLY site (out of 56 mandatory state sites) to meet the 60 percent SOV commute rate mandated under ARS 49-588. The data indicates this was a result of robust telework and compressed work week policies, in addition to transit and carpooling. What is your advice to other agency directors who are hesitant to incorporate telework or alternate scheduling to meet the 60 percent SOV rate?

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Annual Travel Reduction Survey rolling out later this month

Each year, all large employers in Maricopa County, including the State of Arizona, survey their employees regarding their commuting habits as required by law. Your participation in this survey is critical! Survey data allows Capitol Rideshare to secure bus subsidies, provide input on bus routes, and make suggestions for the light rail system.

Formerly known as the Think Pink survey, the travel reduction survey is delivered on a rolling schedule, with groups of agencies taking the survey over a two-week period at varying times. In the coming weeks, you will be receiving the official email survey link to complete your survey. Simply click on the link, provide the necessary information, and submit. It's easy and will take only 4-6 minutes.

Take the survey early—and win a prize!

This year, Capitol Rideshare will randomly draw one survey entry each day during the agency's active survey period—the random winner will receive a prize from Capitol Rideshare. Be sure to complete your entry quickly to allow for a greater chance to win! You can only take the survey once—so there are no duplicates and attempting to take the survey multiple times will not increase your odds of winning (but completing it early does!).

Questions?

If you have any questions, please visit the [Frequently Asked Questions](#) page in the survey section of the Capitol Rideshare website. Or, call 602.542.7433 and speak with Capitol Rideshare staff regarding your concerns.

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A: Telework can enhance an employee's working environment, maximize resources, improve productivity and help improve air quality conditions. The state's telework policies and our own agency-level policies clearly define the program parameters and protect the agency as well as the employees who use these alternative modes. Setting a tone of trust and accountability from the top down is critical to an effective telecommuting culture. We started our telework program in 1997; it has proven to be an effective recruitment and retention tool and a factor that contributes to our high employee engagement rate.

Q: What benefits do you see to your agency as a result?

A: Twenty-three percent of AHCCCS employees work full-time from virtual offices. Another 30 percent telecommute, either occasionally or on a regular schedule. Because we serve remote populations all over the state, virtual offices are a strategic cost saving measure, allowing AHCCCS to reduce traditional overhead like office space and reimbursable travel miles. Both alternative modes embody our culture of trust, accountability, and flexibility, and help the agency attract and retain excellent employees. The annual (travel reduction) survey results tell us that telecommuting and compressed work weeks are the two transportation alternatives of most interest to our employees.

Valley Bike to Work Day is scheduled for April 18!

Calling all state employees!

Join Capitol Rideshare, Maricopa County and the City of Phoenix on April 18, 2018, for the 13th Annual Bike to Work Day! Bike-riding novices and cycling pros alike are encouraged to register for the event! There will be an official group ride that begins at Park Central (Osborn and Central) and ends at CityScape (Washington and Central) in downtown Phoenix; these riders will have a police escort. If the group ride from Park Central doesn't work, you are encouraged to ride directly to CityScape, where you will be met with a t-shirt, light breakfast and the opportunity to win prizes!



Don't have a bike? No problem! You can purchase a seven-day GRID Bike Share pass for \$10 from the GRID Bike Share website or better yet, take advantage of the discounted plan that Capitol Rideshare has negotiated with [GRID Bike Share to offer state employees](#). It's only \$30 for an annual plan and it's an ideal option for commuters who take the bus or light rail, but need to travel beyond the transit stop.



Capitol Rideshare will have a table at CityScape to help promote fitness and clean air and to answer any questions that you may have about any of the travel reduction incentives offered to state employees.

Registration for the Annual Bike to Work Day begins in March; the registration link will be posted on [Maricopa County's web page](#) dedicated to the event. Be sure to register before April 17 if you want breakfast, the chance to win prizes and the other goodies. Hope to see you there!

Platinum Pass: your ticket to a (nearly) free ride!

Riding transit can save you time and money. Each day, hundreds of state employees climb aboard a Valley Metro bus or light rail and enjoy a quiet and relaxing commute. Valley Metro Local, Express, and RAPID buses and light rail can get you to work without the hassle of traffic, often quicker than driving alone.

The state offers a transit subsidy to employees who sign up for the Platinum Pass; there is no fee to apply for the pass. The current subsidy rate is 50 percent of the fare, up to half the cost of a monthly pass. Just print out the [application](#), complete it and send it to your agency's human resources unit. Learn more about this program on [Capitol Rideshare's website](#).

Visit GRID Bike Share at the Capitol Farmer's Market

GRID reps and Capitol Rideshare staff will be there to answer your questions!

Every other Thursday, GRID Bike Share will host a table at the Capitol Farmer's Market (House lawn, 1700 W. Washington). Jasmine Matus, Capitol Rideshare program manager, will be on hand to answer questions about the [partnership with GRID Bike Share](#) (\$30 annual membership for state employees). She can also talk to employees about any other travel reduction issues or concerns.

Look for the GRID Bike Share table at the Capitol Farmer's Market on these dates: February 22; March 8, 22; April 5 and 19.

Coordinator's Corner

Preparation and training for the upcoming Travel Reduction Survey

As we prepare for the 2018 annual travel reduction survey, we are working with our coordinators to ensure the process runs smoothly. We are putting together a training module, which will be offered via a WebEx link; we will provide a link to the recorded training session afterward. Please watch your email for this upcoming announcement.

2018 Rideshare calendars

Capitol Rideshare staff sent calendars and a list of Commuter Club members to the coordinators to distribute within your respective agencies. We no longer have calendars available for distribution. As we receive calls from employees asking for the calendars, we refer them back to their coordinators. The printable [calendar is available in pdf format](#) on the Capitol Rideshare website.

Reminders

Match list service for carpools and vanpools

Need to find someone to share the ride? Log on to SharetheRide.com and complete a match list. It takes just a few minutes and it is confidential. The tool will allow you to find others who are seeking commuters for a carpool or vanpool. Need help? Call us at 602.542.7433.

Commuter Club: keep your info current!

Our primary method of communication with Commuter Club members is email. If you move to a new agency or if your contact information changes, please update your membership information by sending an email to RideshareHelp@azdoa.gov.

Be sure to display your parking permits!

Capitol Rideshare parking spaces are reserved for Rideshare members who carpool. Vehicles not displaying the [required permit](#) may subject the driver to penalties (and orange stickers on the car window).

Alternate mode users: Commuter Club membership has its benefits

Do you take the bus, light rail, carpool, bike, or use any other alternate mode of transportation to get to work at least twice a week? If so, you are eligible to join Commuter Club! Membership is available to Arizona state employees in Maricopa County (non-university). There is no cost to join! Benefits include:

Emergency Ride Home

Commuter Club offers employees who use alternate modes of transportation an emergency ride home, up to twice per fiscal year, for unexpected emergencies. Examples of qualifying emergencies include medical emergency, family medical emergency or the commuter's carpool driver unexpectedly left early. This service will return the employee to their car or their home at no cost to the employee.

Discounts from Uber and Lyft

Once your Commuter Club application is processed, you will receive an email with discount offers from Uber and Lyft. Seasonal offers change throughout the year and are subject to expiration.

Apply today!

To learn more about Commuter Club or to sign up, please follow the link to our [online application](#) or visit the website at CapitolRideshare.az.gov.

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